

Multiple Inquiries	Date	Category	Sub-Category	Issue	Helpdesk Response
	10/12/09	Online Information	Updating district	Assessor needs to change district information online	Districts can be changed under the "Account" tab. Scroll down to the district menu and simply choose your current district and click "Update Account."
	11/9/09	Registration	School Menu	Anchorage School District unable to select schools in the drop down menu. After selecting district a full list of correct schools does not appear in the school drop down menu.	<p>So far this issue is isolated to Anchorage SD. Apple has a feature in their OS called Parental Controls. If this feature is enabled, it changes the way firefox (only firefox, not Safari) issues a type of web transaction called POST requests. Without these requests, our software cannot determine what the user wants to do and hence the results returned are unpredictable. Looking at the logs of users up at Anchorage, it appears the data supports this (i.e. the users having trouble are using firefox).</p> <p>This is a known, global issue is due to an incompatibility between Firefox and Apple Parental Controls. There's more info via a google search or at this link: http://discussions.apple.com/message.jspa?messageID=6776937</p> <p>So, the easy solution is have the users use safari. They could also talk with the IT administrator for their location and possibly turn off Parental Controls.</p>
	11/10/09	Online Information	Privacy Issues	Concern that all mentors have access to personal information online through the downloads.	<p>teachers should be trained to only use public school information when registering. Do not use unlisted phone numbers or addresses. The online system was updated so now mentors can only view reports for their district. The title 'Personal Information' was changed to 'Contact Information'</p>
	11/16/09	Status Update	AIT - QA	An assessor who had completed the online training wanted to know the next steps in becoming a QA.	District mentors are in charge of updating status online and issuing certificates to their teachers.

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	11/23/09	Materials	Practice Tests	Assessor having trouble printing practice tests.	was a personal computer problem. Assessor worked with her technology person and eventually was able to download practice tests. After doing some background work, Aaron discovered the computers at this particular school had parental controls active which may have prevented them from downloading documents from the internet.
√	12/8/09	Proficiencies	Test Reset	Question about what to do when assessors max out on proficiency tests.	Qualified mentors can reset the proficiency tests for their district. This can be accessed under the admin tab, Upgrade User Accounts, then find the specific user, click on their name and at the top of the page their proficiency test attempts are listed. If a user has failed all attempts, there will be a link to reset next to that particular subject area.
√	1/5/10	Registration	Change in email	Mentor Question: Our list of Qualified Assessors on the website is getting cluttered with staff who are no longer with us and staff with dual enrollments because of changes in their emails. Could you have the following removed:	For future reference we prefer users who have a new email to update their email address for their existing account. If users re-register with a new email then we can't track their use from year to year. Users can sign in using their old email address, then go to the account tab and update their email address. We can delete assessors who are no longer with the district. DRA removed these users 1/5/10
	1/6/10	Data Entry	Add student feature	I was looking on the Alaska AEP website trying to put in student data as a sample for an assessor in training. The add student button does not work. I can click on the button but there are no windows that open that allow me to put in a name or any other information. I was hoping you were the person I needed to share this information with in order to get this fixed or to let me know if I am doing something wrong	After making sure she had the most current software under the system requirements page - the helpdesk requested the assessor re-try using Safari. With the data entry Safari worked fine.

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	1/19/10	Materials	Secure Tests	Can you refresh my memory as to when the official test materials will be available at the AA website? My assessors-in-training asked and I couldn't find the info in my notebook or on the website. I have the official test window dates but no material dates.	Go to: http://www.eed.state.ak.us/tls/assessment/alternate_optional.html , select Teacher Resources, Mentor Training Materials, General Information, Important Dates for AA: February 3, 2010 Secure Test posted online for download and materials preparation of Secure Test to Qualified Assessors
	1/26/10	Practice Tests	ELOS	Question: So the ELOS for the Practice test is only in Reading and Math (only protocols and materials available in the materials section of test website) but on the Practice Tests Preparation pg. it lists ELOS Math, Reading, Writing, and Science.....are we missing something on the site or are we to only to ELOS practice tests for Reading and math....thanks again	Response: ELOS practice test is in only 2 content areas just to give your protégés a feel for how to administer ELOS items. But each content area does have ELOS items on the secure test.
	1/26/10	Proficiencies	Scoring Guide	Question: The scoring guide for ideas and organization is different between the Writing Training and the Writing Proficiency sections.....I know we are to use the new 2010 scoring guide included in the proficiency section but during training should they use the old one or the new one they will be using during the actual test	the Practice Test is updated to reflect the updated ideas and organization scoring page in the 2010 secure tests. Although the content is similar to the scoring page for the proficiency tests, it is not exactly the same. By request, we split the ideas and organization into two columns, whereas in the proficiency tests they are combined in one column. As the criteria for assigning point values is similar enough in both scoring guides, you can use whichever is most useful and convenient for you. Please let me know if this makes sense. I haven't had any other question about this yet, but will make a note in my database and we will make sure these guides match next year.

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	1/26/10	Proficiencies	Writing Scoring	<p>Question: in the Writing Proficiency testing #7 the student receives a point for “Will” the first word of the sentence (The student ordered the word cards “Will help me you write” , the correct answer should be “will you help me write”, I understand why they get the point for help/me but not a point for the Will since it is followed by an incorrect word.....but in #9 and #10 it says the first word does not earn a point</p>	<p>Response: I have looked into your question further. I was thrown off by your explanation of the word 'Will' being counted as correct. The word 'Will' is scored 0 in this example. However, 'write' is the last word of the sentence, and is placed correctly as the last word. Although the preceding word is incorrect, the student did end the sentence correctly (with punctuation). If you look at the CWS scoring guide, Rule 1 and Rule 2 examples, you will see that as long as the last word is punctuated correctly the student may receive 1 point for ending the sentence.</p> <p>The scoring of Writing Proficiency Test, Trial 1- #7 is as follows:</p> <p>Will - help ^ me - you - write. ^ Total=2/5</p> <p>The online scoring is indeed correct. Please let me know</p>
	2/1/10	Data Entry	Absent - coding	<p>Question: We have a 5th grader who has always taken the Alternate Assessment. He is out of state at residential treatment this year. Was it ever decided exactly how to enter those particular students in the system? I remember Karin Macklin asking that question at our training in Anchorage and I think it was 'to be determined'.</p>	<p>Response: I’m going to say choose OTHER. A textbox will appear, and you type in the explanation. DRA: Yes, choose 'other' and write in the explanation box that your student is out of state at residential treatment. Response:</p>
	2/3/10	Other Testing	Terra Nova	<p>Are my kids on the Alternate Assessment required to take the Terra Nova test?</p>	<p>No , there is no alternate to the Terra Nova. The Alternate covers all requirements for this group of students.</p>

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	2/3/10	Materials	Secure Tests	Today was supposed to be the first day for Qualified Assessors to download the Alternate Assessment and enroll eligible students. When we try to access those portions of the website, they are not available. Can you check to see if this is a Dillard tech issue?	Security settings were reset. Those at the QA level and above have access to the secure tests. For this specific user - there was an internal computer issue withan outdated scripting code. His home computer allowed full download capabilities.
	2/22/10	Data Entry	Student Setup	A Mentor wanted to know where to enter a new student for data entry.	Go to the Data Entry page, Student Setup to enter new students.
	2/27/10	Materials	Secure Tests	A typo was found in the header for Math Student Materials Page 9.	Errata posted on the Updates Log: The Math Student Materials - page 9 header reads: "2008 Secure Test." This should read "2010 Secure Test." This is a typo and the materials on this page are correct for the 2010 secure test.
	3/2/10	Training	Writing Proficiencies	A specific assessor was having difficult passing the writing proficiencies. The helpdesk was on call all day 3/5, but never heard back from this assessor. Assumption the proficiency was finally passed.	
	3/4/10	Secure Tests	Accommodations	4.910 math statistics and probability The pictures for the graph are of very poor quality, and I would like to replace these with real photos. Would this invalidate the test?	DRA: It would be a permissible accommodation to provide real photos or even real items in lieu of the xeroxed pictures in the student materials. This is stated in the prefatory pages "Mathematics Permissible Accommodations- Alaska Alternate Assessment" at the beginning of the Math Scoring Protocols.

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	3/5/10	Data Entry	Accommodations	After entering accommodations and then scores and clicking on "save "then later clicking on "submit" that the scoring report shows "no accommodations".	The problem stemmed from the user and was resolved. There were no changes to the data entry code made. One strong possibility is that somehow the users are inadvertently clicking on the "no" radio button for Accommodations or AT Used during the scrolling process. Since the user never returns to the top of the page, it's not evident that the radio button has been set to no and when "Save Data" is pressed, the computer does what it is told to do and inputs the "no" response.
	3/5/10	Training	Qualified Assesors	<p>qualified assessor in a different AK school district last year. I have encouraged him to refresh/update his skills this year, even though he doesn't have any student to assess. After receiving your email, I asked him again if he intended to do so.</p> <p>Knowing we don't have any student for him to assess this year and that he was a qualified assessor last year, what would be the deadline for him to refresh his skills and update his status this year...just to update his skills/go through the process?</p>	<p>Before the test window closes, April 16 because then the entire system will be shut down. DRA will be pulling down all assessor-in-training/QA/QT training data on March 3 to evaluate for the technical report. He should try to complete before that date.</p>

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	3/5/10	Data Entry	Deleting Students	<p>I'm facing a bit of a dilemma about a student in my district. His IEP calls for an alternate assessment. He has taken it before. I do not believe he should be taking it and have requested a meeting with his parent to reconsider the issue. The sp.ed. teacher (& assessor) is trying to schedule the meeting.</p> <p>The question is whether or not to put him on the web site. If we hold the meeting this week, he will not need to be registered. Otherwise (as I just nagged the teacher about) he must be signed up this week.</p> <p>Can he be removed or marked "not assessed" if his status changes</p>	<p>Yes we have added a delete student button. However, I suggest you enter him into the system to keep track of him, then delete him later, or mark a reason not tested, or give the AA if that is what is decided. It is not a single person's decision, but the IEP team.</p> <p>Under Data Entry, Student Setup, Add Student/delete, edit</p>
	3/6/10	Training	Videos	<p>we're trying to double shoot with our tech director and he's on the phone with tech support state-wide. They've determined that it's the alternate assessment site. It seems to buffer the video to about 30 seconds or so, and then it scrolls and scrolls. I logged in to his machine, and he's playing a Youtube video just fine. So, I'm not sure where to go from here....</p>	<p>This was an internal network issue most likely due to content filtering within the specific district.</p>

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	3/6/10	Secure Tests	Download/Printing	<p>It is easy to identify the content level, but, how am I supposed to identify what tasks to give to a 7th grader?</p> <p>I sought assistance from a Fairbanks North Star Borough Teacher. She said she was handed her packet from downtown personnel. They were already sorted into grade level for each subject. She had packets for 6th 7th grade testing. (I should have borrowed them and made copies, but, did not seem to think this would be necessary). Maybe I am asking the wrong question. Maybe this is something I should already know. Here is what I know...when I copied the Science testing material, all was run. (Much paper was consumed). I do not know where the break is for grade level. Much of the test is too easy. Is there an identified baseline for each grade, or is that created by the individual according to knowledge?</p>	<p>The Table of Contents (TOC), which is three pages in from the title page lists the grade bands, name of tasks, page numbers. At the end of each assessment (for a grade band), there are the words: End of $\frac{3}{4}$ Assessment. It is very clear.</p> <p>Maybe the labeling is confusing you? 1.34 means Task 1, Grades 3 & 4. But if you didn't know that the TOC explains it. In science below it looks slightly different because only grades 4, 8, 10 take science so the Task is labeled 1.4-Concepts of Science (for task 1, grade 4). Grade 8 is 1.8 (task 1, grade 8), etc. The test materials are numbered by pages. The first page is the title page. You select in your printer which pages you want to print. Look at the screen shot below, specifically, Print Range. I selected Pages and typed in 1-2 indicating that I don't want All pages to print, only the ones I've selected.</p>
	3/8/10	Secure Tests	Scoring	<p>All the previous items in this task have two questions when they have the option to earn two points. With this item, however, there is an option for two points ($\frac{__}{2}$) but there is only one answer. If scored according to directions, then, the student could only get a maximum score of $\frac{1}{2}$.</p>	<p>Math Task 4.78 Item 10 is worth 2 points, however it is either correct or incorrect, 2 points for a correct response, or 0 points for an incorrect response. Due to the complexity of the question a correct response should receive 2 points. However, we should have clarified this in the directions that Item 10 has no partial credit response (no 1 point response). As testing is in progress, no further changes will be made this year, but I will make a note to ensure this is corrected for next year.</p>

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	3/8/10	Secure Tests	Student Materials Typo	<p>The student materials for 9/10 grade math have a task 6, item D. However, the scoring protocol for 9/10 grade, task 6 ends with item C.</p> <p>Please advise</p>	<p>Entered posted on the Updates Log. Math Task 6.910D = this is a typo on the student materials. The Scoring Protocol is correct. Math Task 6.910 Student Materials should be labeled as follows:</p> <p>6.910A - Describe and Compare Shapes Shapes Greater Than, Less Than, Equal To</p> <p>6.910B - Lines of Symmetry</p> <p>6.910C - Identify Perimeter</p>
	3/8/10	Secure Tests	Accommodations vs. Modifications	<p>We have been working on the practice test with this student. She was out of school most of last week and will be out most of this week as well. Previous to this, she had the flu and as out for an extended period. Anyway, the Speech Therapist wants me to give her 2 choices since this is how she has been working on communicating (recent development). I told her this isn't likely a good option since it would be a modification of the test rather than an accommodation. On the letter/sound part, the directions say to lay out all of the letters. This isn't a good option for her either. I see that I can enlarge the pictures. Anyway, I have searched the accommodation manual and don't see this. I</p>	<p>I understand the tension between working within a child's instructional program and administering a standardized assessment. Unfortunately, the administration rules of the AK AA are the priority in this. Reducing the number of choices is a modification of the assessment.</p> <p>If the student can not interact with the assessment as designed (including the multiple letter lay out and the 3 to 4 answer distractors), then she is likely to meet the 3 task rule, which would warrant administering the ELOS items.</p>

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	3/10/10	Data Entry	Locating Tab	<p>I'm having difficulty getting onto the data entry page. Is this problem on my side of the computer or is it from the web site? I had our "Tec" look at the site, and the url on the data entry tab is incorrect. They had to take the s out of https to get it to let me into that section. I can enter all the other tabs. So I entered the data entry section and entered my data. When I went out and tried to re-enter I couldn't. I will have the tec-support look at it again later today. If you have any words of wisdom, I would appreciate them. I'm hoping it saved my entered data!</p>	<p>Message from DRA programmer: This is a misunderstanding of computer networking and security on the tech's part. The "s" ensures a secure connection and instructs the server to run in secure (SSL on port 443) mode.</p> <p>Instead of trying to modify the connection method (by removing the "s"), the techs should figure out to how enable SSL support on their network for our site. SSL is very common in the internet world for transport of secure data such as online ordering, banking, etc. In most cases, google even uses it when you login to their gmail service.</p> <p>Anyhow our URLs are correct and having the system switch to secure mode when the user requests the data entry is the way the system is supposed to work.</p> <p>Her Tech support was able to resolve the issue and log</p>

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	3/12/10	Training	Registration	<p>I was certified as an alternate assessment test administrator last year, but have lost my password and information. Our school was under construction this year and papers were packed away. I did not have a student who would be testing, and did not realize I needed to renew each year. I have not been able to find the file. Could you tell me where I can register to refresh my knowledge?</p>	<p>The link here to the alternate assessment test site which is at: http://ak.k12test.com/ If you forget this website, you can always find a link at the EED Alternate Assessment website: http://www.eed.state.ak.us/tls/assessment/alternate_optional.html under General Information.</p> <p>This year you need to do all the proficiencies (vs a few refreshing skills) as the site has been redesigned, but you will not have to do the practice test since you were previously a Qualified Assessor (I checked and you are showing as QA in 2008-09). I think you will be able to move them fairly quickly - except for writing which is a little harder.</p> <p>One caution - per the Test Security Agreement, you must do the online training BEFORE moving forward to the proficiency exams. You have only two tests before you are locked out of the system (instead of 10 trials like last year). Do all the administration tasks down through scoring, then take the Administration proficiency exam. Then do a content area training, then take the exam.</p>

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√	3/15/10	Registration	Change in email	Helpdesk call inquiring about assessor who had 2 accounts. Her email address changed so she signed up for a new account and entered student names in the student setup, but had done all proficiencies on old login account with old email address.	Data cannot be transferred between accounts, so either the assessor had to re-take proficiencies, or re-enter student data. She re-entered student data and updated her email address on old account, then the helpdesk deleted the other account.
	3/15/10	Data Entry	Record Complete	Phone question if student scores could be accessed once marked as complete.	Advised that once the record complete area is marked, the assessor should not modify the student scores any further. This drop down selection is to indicate that all student scores have been entered and the record is complete.
	3/15/10	Data Entry	Enter Students	Phone call that assessor was concerned that student demographic information was not saving in the student setup.	Upon looking at assessors account, all information entered had been saved. There was some apparent confusion that the students listed in the student setup were indeed student's that had been entered and saved by the assessor. The helpdesk was able to explain this and the assessor saw all data had indeed been saved.
	3/17/10	Registration	Password	An assessor was having difficulty remembering their password	EED and the helpdesk prompted them to click on the 'reset password' link and continue with resetting their own password.
	3/17/10	Data Entry	New Student	There is a new student eligible for the AA, and a teacher that did not enter the student data. What do we do in that situation?	Just have her enter the data. The purpose of entering data is to help you track all your proteges progress in assessing students and entering scores. Also, we go in and start checking to make sure people are not lagging too far behind schedule. We want all scores to be entered on time to count.

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	3/18/10	Secure Tests	Error	<p>You might want to look at Task 2.78, Reading.</p> <p>I think there is an error on Page 23, Question Number 2 -the word "ending" should be "beginning" -- correct???</p> <p>Didn't know if we should report these questions to you, but thought probably so.</p>	<p>been updated to include the following:</p> <p>Reading Scoring Protocol page 23 (Task 2.78B, Item 2 corrected to read: Point to the beginning of the story),</p> <p>Math Scoring Protocol page 45 (Task 6.910A Items renumbered and ordered to match the scoring box),</p> <p>Math Student Materials pages 59-62 (Tasks 6.910A – D renumbered).</p> <p>The Reading Scoring Protocol, Math Scoring Protocol, and Math Student Materials now reflect these changes. Single replacement pages have also been posted to insert into already printed copies. Please contact the helpdesk (sevrina@dillardresearchassociates.com) with any questions.</p>
√	3/18/10	Accounts	Deleting Users	<p>Please refresh me on how to delete accounts from my admin page for individuals that no longer work in my district.</p>	<p>Contact the helpdesk if assessors are no longer with your district and need deleted from the online system. Send a list of names of those you need deleted, and the reason for deleting the accounts and the helpdesk will take care of deleting the accounts.</p>
	3/22/10	Accounts	Users not assessing	<p>Does it create any kind of management issue/problem to keep an assessor on the list if she doesn't refresh her skills? (She is still working for the district, so I didn't want to 'delete' her unless I need to.)</p>	<p>It won't cause any problems for the assessor to leave her account for this year. The best thing would be for the user to interact with the system (at least sign in) enough to mark the check box "no assessment plans this year" so that we don't bother the user about submitting student data in the future.</p>

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	3/23/10	Data Entry	Accommodations	As I was filling out a student's AA information and submitting it to EED, I realized I only wrote in the Accommodations section for Science. When I realized I had not filled out the accommodations sections on R, W, and M, I wrote all accommodations in the Science section. How can we let EED know that the following accommodations were used?	<p>You will be able to go back into the student data entry and enter in all accommodations. Go to the enter scores section, and select the student you wish to modify information for. You will see a prompt at the top of the screen:</p> <p>Note: Editing these scores will cause this student's record status to be marked as Not Complete.</p> <p>After you finish entering the information and click 'Save data' you will see a box:</p> <p>The test data for Sally Sample in Reading was successfully received. This student record appears to be complete. Would you like to submit it to EED? Yes No, not at this time</p> <p>Click 'Yes' and your data will be saved and the record marked as complete. Please let me know if you have any questions as you go through and enter the information.</p>
	3/24/10	Training	Helpdesk on call	District training for district without a mentor trainer. Helpdesk was on call for training.	<p>manning the helpdesk (no phone calls or emails). I did electronically check-in on the Dillingham City Schools training group and it looks like they are making progress through the training. Currently all finished Administration and Reading proficiency tests and it looks like they are working on writing.</p> <p>I'll continue to periodically monitor my email throughout the weekend, my guess is that if a major technical roadblock was going to occur for the Dillingham group, it would have happened by now.</p>

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	3/30/10	Training	Practice Tests	Assessors have completed the proficiency tests. How do we do the practice tests?	You download them from the materials tab. Below is a screen shot of the information you will want to print.
	4/3/10	Materials	Download/Printing	<p>downloaded.</p> <p>Can one of you please call her and walk her through the how to download the materials (location of, and how to find her grade level embedded in the content areas). The 09_10 year designation looks like grade level and is somewhat confusing. I have people print the cover sheet, Table of contents with all the page numbers, and the correct pages for both SP and SM.</p>	DRA called the assessor and walked her through the step-by-step process to download materials from the materials tab, and how to find the correct grade level for her student within each subject area.

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	4/5/10	Secure Tests	Braille	<p>Can you advise on how Legibility applies to Braille? Here is the training statement:</p> <p>Legibility can earn up to 2 points. Scoring legibility depends on the professional judgment of the QA, and should adhere to the "Stranger Test" --would a stranger, unfamiliar with the student, be able to decipher the student's writing? If most or all letters are legible enough for a stranger to read, the QA would assign a "2". If several to most letters are illegible (even if a stranger could "fill in the blanks" and make assumptions about the words), the QA would assign a "1". If almost all letters are indistinguishable as letters, the QA would assign a "0".</p> <p>Would this reflect the positioning and/or impression of the embossed Braille symbols, whether they are able to be read by a BVI</p>	<p>Legibility for a student who is blind would relate to the skill in which the student uses her tools in writing -- embosser, computer, etc.</p> <p>The points would be limited to 0-2 with legibility in Braille being limited to spelling (can a stranger recognize the word; if not, then it would be given 1 point).</p>

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	4/6/10	Secure Tests	ELOS	<p>When you read the directions for the AA ELOS, I'm not clear in my head on when to stop (after debating with my teacher) So just need to be solid.</p> <p>The current directions make it sound like a teacher could stop after 3 tasks on the ELOS (regardless of score)</p> <p>Or are they supposed to continue on until they get 3 tasks with 3 errors (like with standard AA)</p> <p>I guess it really doesn't change if they are proficient or not but wanted to make sure we were OK or if my teacher needed to continue</p>	The scoring rules for standard and ELOS can be found in the training section under the 3x3 rule section. The ELOS has the same 3 item, 3 task rule. Let me know if this makes sense or if you would like further clarification.
	4/7/10	Secure Tests	ELOS	Student materials of reading ELOS Labeled as task 10 item 5, but it should really be task 9 item 5.	Will change for 2010-2011 secure test.

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	4/7/10	Secure Tests	ELOS Scoring	<p>For a student taking ELOS, they are supposed to do 3 tasks (3 items minimum). My understanding is that if they use A I or R then they needed to continue until they could rate a 1-5 score until 3 tasks, 3 error rule.</p> <p>The problem my teachers are running into is for students who are blind and non-verbal. They are marking "I" for almost all tasks on all ELOS. (3/4 grade level) and I'm having a hard time of figuring out which tasks to suggest.</p> <p>So are they needing to go back and try to do the 3 tasks with scores or is it acceptable to leave it with a score of "I"?</p>	<p>For ELOS scoring, it is a 3 item x 5 task rule. So if the student receives 3 consecutive 0's in a task the assessor may move on to the next task.</p> <p>However, they must administer 5 tasks before discontinuing administration (not 3 tasks like the standard administration).</p> <p>For the question you just asked, the training site explains the ELOS scoring as follows:</p> <p>A-Already has this skill - If the Qualified Assessor feels that a student has the skill that a specific task measures, the assessor should mark that task as Already has this skill, and select a different task to begin the assessment, and continue for a total of 3 tasks-15 items. A-Already has this skill will not be accepted as fulfilling the three task fifteen item minimum.</p> <p>I - Inappropriate/ Inaccessible based on the nature of the student's disability - If an entire task is marked I - Inappropriate/ Inaccessible based on the nature of the student's disability, the assessor must document the reason this item was</p>

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	4/8/10	Secure Tests	ELOS Scoring	Confusion with the ELOS scoring, A, I, R versus point values.	The QA was entering ELOS scores, wanted to give an A (already has the skill) and a score (2) but the system would only allow either the A or the 2. I explained that the A, I, and R are either/or to the independence scores (1, 2, 3, or 4).
	4/8/10	Secure Tests	Test Preparation Pages	<p>We have the same preparation instructions on Writing and Reading Scoring Protocols... It seems that the writing preparation page was cut and pasted into the reading scoring protocol. So they are all wrong (task and item numbers, and preparation instructions)... I bet that was the way you got it from me.</p> <p>Anyway, in Reading, the only item that needs to be prepared is 1.34D: QA create four flashcards: 1) Student's first name; 2) Student's last name; 3) Distractor first name (from Scoring Protocol page 11); and 4) Distractor last name.</p>	<p>Errata posted on the Updates Log: The Reading preparation instructions are incorrect. Correct Reading preparation instructions are:</p> <p>1.34D - create four flashcards: 1) Student's first name; 2) Student's last name; 3) Distractor first name (from Scoring Protocol page 11); and 4) Distractor last name.</p>
	4/8/10	Data Entry	ELOS	I don't see a place to enter ELOS scores for my student. Where do I input his results on the ELOS?	<p>All scores should be entered on the data entry tab. You will have to adhere to the 3x3 rule for the standard administration (3 consecutive scores of 0's in 3 consecutive tasks). After entering the 0's in the standard administration, the ELOS tasks are listed further down the page where you can enter the ELOS scores. I hope this makes sense, please let me know if you have any questions.</p>

Multiple Inquiries	Date	Category	Sub-Category	Issue	Helpdesk Response
	4/9/10	Test Administration	ELOS	<p>I have a teacher who went to ELOS for reading and writing. She showed me her scoring sheets and she didn't have three consecutive zeros on three consecutive tasks for either of them. However, she showed me the student's responses and it is pretty obvious that the student didn't know the correct answers to the questions that they got right. They are just a good guesser. The answers that they were picked were random. In fact, with the prompt to "circle the right word," the student started circling all of the words until shown how to circle only one. Then they circled one word, but they couldn't actually read any of the words- so again, answers were randomly picked- and they got one right. The only task that they could actually do was write their first name- but they were not able to recognize it as their "first name." They needed to be prompted with, "Write Sam." (Not their real name.) instead of "write your first name." They were able to independently read the words "I", "the," and "run" on the reading test. Other than that, they got all zeros on all tasks. But there are so few tasks in the reading and writing tests, that by the time they got 3 zeros on 3 tasks, the test was over.</p> <p>When they went to ELOS, they were able to get more useful information and had a lot less shutting down and crying behavior. The</p>	<p>Assessors are supposed to administer the standard items first before moving to ELOS, and it sounds like the assessor did that. So she needs to score each item correctly and enter that into data entry. She should not be changing the prompts (SAY:). Since she reprompted with the Write Same, that would be a zero score since the prompt was modified. Then go ahead and have her enter the ELOS scores. I have a feeling the standard administration will override the ELOS scores on the final student report, but you should be able to print out the unofficial reports for both sets of items.</p>

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√	4/9/10	Registration	Change in email	A whole district changed their email address, and all the QAs need to change their login info. How do they go about doing this?	To update email addresses online, first login. Then go to the 'Account' tab. Next to the current email address there will be a link to 'update.' Click on this and update the email address and save. Then to ensure the new address was saved, log out and then log back in using the new email address. This will not affect their login password.
√√	4/9/10	Data Entry	Secure Connection	<p>the AA website keeps giving me this message: The connection to the server was reset while the page was loading:</p> <ul style="list-style-type: none"> * The site could be temporarily unavailable or too busy. Try again in a few moments. * If you are unable to load any pages, check your computer's network connection. * If your computer or network is protected by a firewall or proxy, make sure that Firefox is permitted to access the Web. <p>I have logged out, restarted my computer/browser and made all sorts of adjustments. I can move around on the other parts of the website but the data entry part is the only one I can't access. I didn't know what else I should do except let you know.</p>	<p>This issue stems from an internal network issue on your end (your district server is not accepting the secure server). However, our programmer suggested you try removing the "s" from the https:// web address so it reads http:// and refreshing the browser (by hitting the return key). The "s" ensures a secure connection and instructs the server to run in secure (SSL on port 443) mode. However, removing the "s" might help solve the problem for you. He is looking into a better solution, but this might be the quickest way for you to access the information right now as the testing window is coming to an end.</p>

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	4/10/10	Test Administration	ELOS	Continued from the previous ELOS question: The only question left is: When the student is given the standard administration, they are sometimes asked to pick or point to the right answer choice. Sometimes there are only two answer choices so the student has a 50/50 chance. This particular student was obviously randomly picking answers without understanding the information that was presented. (They only understood that they needed to pick one piece of paper to get a jelly bean reward.) The student randomly guessed the correct answer two or three times. Should these scores be counted as right	Again I recommend you review the 3x3 rule for guidance, and try to keep the student within the standard administration until it is really apparent they need to bail out. I think this is an important discussion involving test and item construction. You are right that in some sections of the test that the 3x3 rule is almost irrelevant since the test ends before that really comes into play. Something to consider as we evolve our test. Test scoring has to remove gut instinct from the process, and only follow the behavior: was the answer right or wrong (and in some cases, partially right). The student earns the score based only on her answer choice, not on the
	4/13/10	Data Entry	Student Setup	We have recently completed testing our students (two of them), however when my QA went to enter her student's scores, she was unable because the student was not entered under her name. I may have made a mistake back when we set the student data up, and put her student under my name. At any rate, we entered the student's scores under my account, and the data is all entered and submitted to EED. I hope this isn't going to cause any confusion. I apologize for this error.	The student should be deleted under the assessors and listed under the correct QA. There is no function to 'simply list' the correct assessor. My suggestion is to leave as is since the testing window is closing very soon and train on this in the future.